



***United States Department of Agriculture (USDA)
eGovernment Program***

***Self-Service “Reset My Forgotten Password” User Guide
Level 2 Accounts***

June 29, 2006





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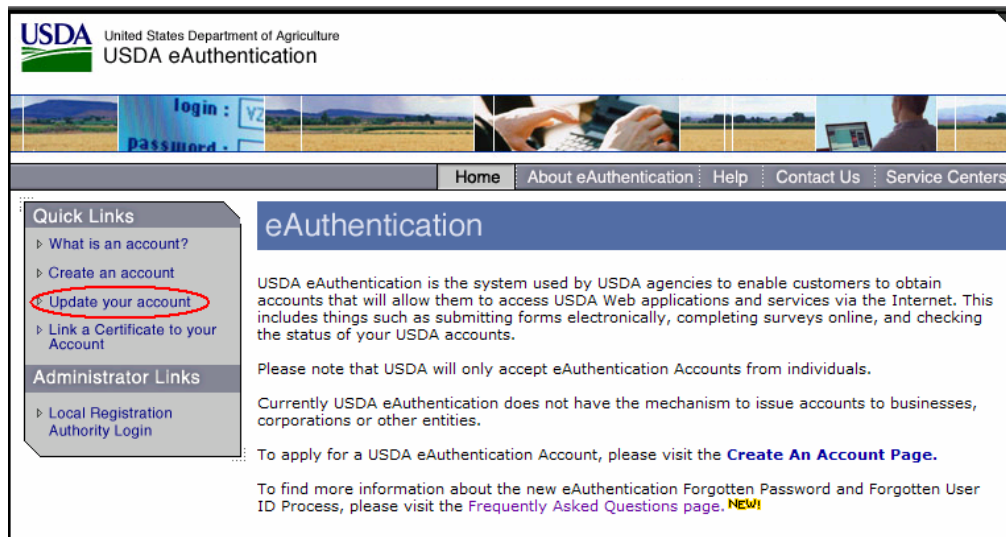
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1 Self-Service Reset My Forgotten Password - Level 2 Accounts

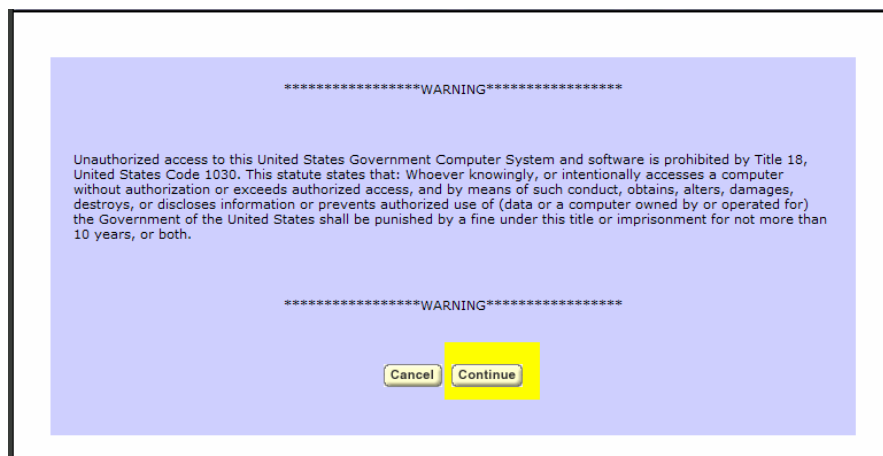
USDA eAuthentication Level 2 account holders can reset their forgotten passwords anytime without Help Desk assistance by using the simple self-service Reset My Forgotten Password feature.

Step 1 - Go to: <http://www.eauth.egov.usda.gov/>

Step 2 - Click on **Update your Account**.



Step 3 – Click **Continue** on the “Warning” page.





Step 4 - On the eAuthentication Login page, click **Reset My Forgotten Password** in the **I Want To...** menu.

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Administrator Links

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eAuthentication Login

User ID:

Password:

Login

I Want To...

- Change My Password
- Reset My Forgotten Password**
- Retrieve My Forgotten User ID

Step 5 – Enter your *User ID* and click **Continue**.

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Step 1 of 6: Enter your User ID

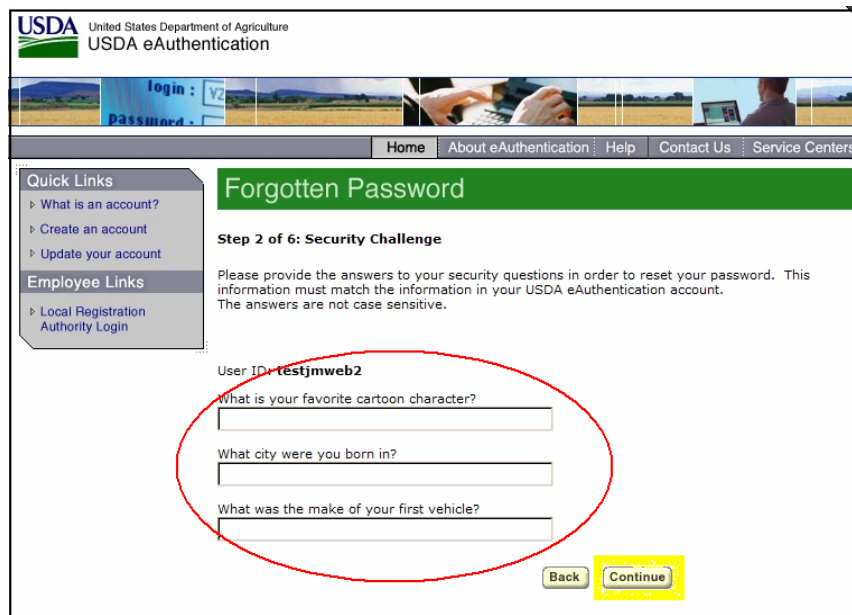
Please enter your User ID and click the **Continue** button.

User ID:

Cancel Continue

Step 6 -You will be prompted to provide the answers to three of your six security questions. Enter your answers to these questions, and then click **Continue**.
Please note: The fields are not case sensitive. The answers must match the information contained in your profile. If they do not match, you will be prompted with another set of your challenge questions. If the answers do not match for the second set of challenge questions, a **Security Challenge Failure** screen will appear asking you to wait 60 minutes or contact ITS. An email with more information including what step to take next will be sent to your email address.

Important Note! If you are prompted to provide your PIN, Mother's Maiden Name and Date of Birth, enter this information and go to **Step 7**. If you don't remember your PIN, contact the ITS Service Desk at eAuthHelpDesk@usda.gov or call 1-800-457-3642.



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login : Y2
Password :

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Step 2 of 6: Security Challenge

Please provide the answers to your security questions in order to reset your password. This information must match the information in your USDA eAuthentication account. The answers are not case sensitive.

User ID: testjmweb2

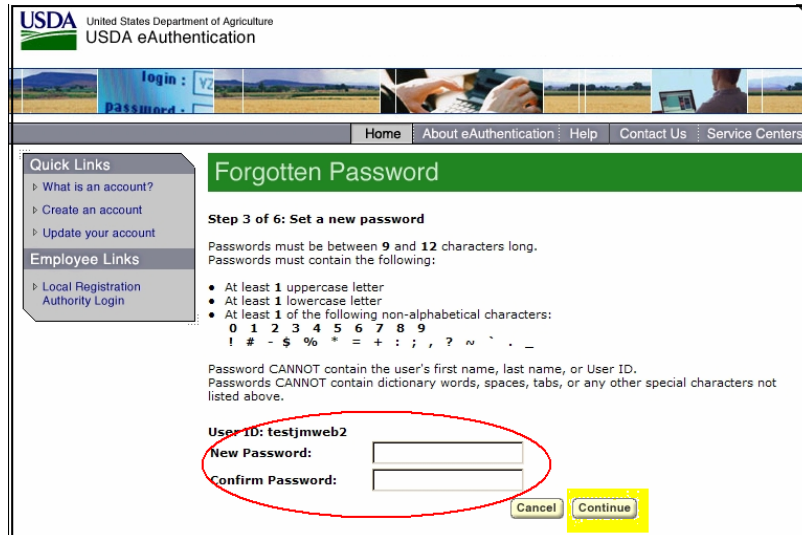
What is your favorite cartoon character?

What city were you born in?

What was the make of your first vehicle?

Back Continue

Step 7 – Enter a **new password** that meets the security requirements, in the “New Password” box. Type the new password into the “Confirm Password” box, and then click **Continue**.



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Step 3 of 6: Set a new password

Passwords must be between **9** and **12** characters long.
Password must contain the following:

- At least **1** uppercase letter
- At least **1** lowercase letter
- At least **1** of the following non-alphabetical characters:
0 1 2 3 4 5 6 7 8 9 ! # \$ % * = + : ; , ? ~ ` . _

Password CANNOT contain the user's first name, last name, or User ID.
Password CANNOT contain dictionary words, spaces, tabs, or any other special characters not listed above.

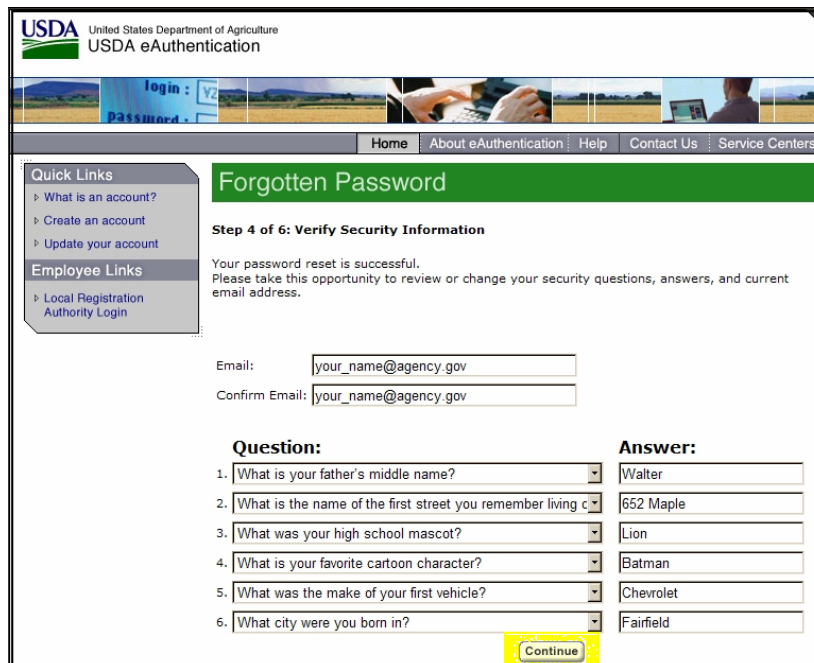
User ID: testjmweb2

New Password:

Confirm Password:

Cancel Continue

Step 8 –Once your password has been successfully accepted, you will be given the opportunity to review and/or update the answers to your six security questions and current email address. Click **Continue**, when you are finished reviewing and/or updating the information. *Please note* : If you were prompted to answer Mother’s Maiden Name, Date of Birth and PIN in **Step 6**, you will be ask to populate security questions for the first time.



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Step 4 of 6: Verify Security Information

Your password reset is successful.
Please take this opportunity to review or change your security questions, answers, and current email address.

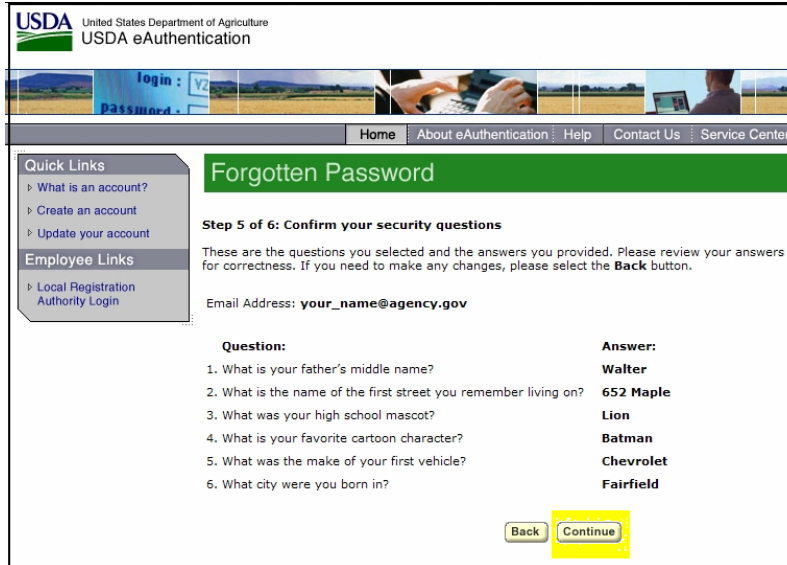
Email:

Confirm Email:

Question:	Answer:
1. What is your father's middle name?	Walter
2. What is the name of the first street you remember living on?	652 Maple
3. What was your high school mascot?	Lion
4. What is your favorite cartoon character?	Batman
5. What was the make of your first vehicle?	Chevrolet
6. What city were you born in?	Fairfield

Continue

Step 9 – The next screen confirms the information from the previous screen (**Step 8**). Click **Continue** after you have reviewed the information. If you need to make changes, click the **Back** button.



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Step 5 of 6: Confirm your security questions

These are the questions you selected and the answers you provided. Please review your answers for correctness. If you need to make any changes, please select the **Back** button.

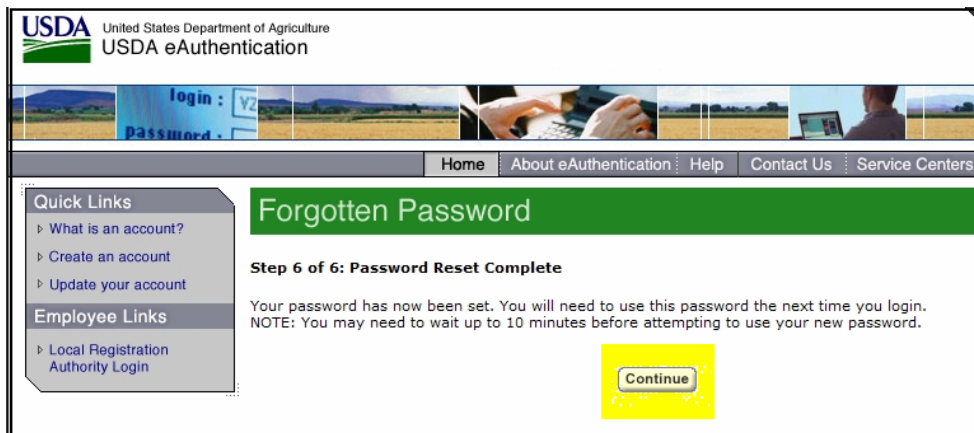
Email Address: **your_name@agency.gov**

Question:	Answer:
1. What is your father's middle name?	Walter
2. What is the name of the first street you remember living on?	652 Maple
3. What was your high school mascot?	Lion
4. What is your favorite cartoon character?	Batman
5. What was the make of your first vehicle?	Chevrolet
6. What city were you born in?	Fairfield

Back Continue

Step 10– This final screen states that your Level 2 password reset is complete. Click **Continue**. The process is now complete.

Note: If you are logging into another eAuthentication-protected site, it will take up to 10 minutes to distribute your new password throughout the system.



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Step 6 of 6: Password Reset Complete

Your password has now been set. You will need to use this password the next time you login.
NOTE: You may need to wait up to 10 minutes before attempting to use your new password.

Continue

2 Reset My Forgotten Password Technical Support

For further assistance, please review the [eAuthentication FAQs](#) or contact the ITS Service Desk at 1-800-457-3642 or eAuthHelpDesk@usda.gov.